

KanCare Advisor

This biweekly news bulletin is designed to provide updates on the readiness and implementation of KanCare. Information is published by the Kansas Department of Health and Environment and the Kansas Department for Aging and Disability Services.

February 14, 2013



Message from *Director of Medicaid Services, Dr. Susan Mosier...*

Happy Valentine's Day to everyone. We are grateful to our KanCare beneficiaries and providers for their continued commitment to excellence as we all work through the Medicaid transition.

We're seven weeks into the new system, and we anticipate that by the beginning of April the Medicaid community will feel right at home with the new service delivery system. No matter when the transition period ends, we will continue listening and answering to the thousands of Kansans who are part of KanCare.

Later this month, we will be traveling to many places around Kansas to meet with you in person, much like we did throughout 2012 when we were preparing for KanCare implementation. This time around, all beneficiaries now have their enrollment packets, nearly all Medicaid providers are contracted with the health plans, and KanCare is fully operational. I might add here that it won't be until January 2014 that our waiver services for persons with intellectual and developmental disabilities will be covered under KanCare. We do, however, have a pilot program starting March 1 that benefits I/DD service recipients and providers. As Department for Aging and Disability Services Secretary Shawn Sullivan has stated, this pilot project allows participating parties "to gain experience and insight into the best way to fully integrate I/DD into the KanCare system next year, and it will allow some beneficiaries to begin being active participants in developing a long-term sustainable system." Details about this pilot project are in this issue of the *Advisor*.

During the tours, we'll meet with beneficiaries from Feb. 18-21, with stops planned in 16 cities. We'll be with the providers from Feb. 26 – March 1 in six cities. If you are a provider, we ask that you register in advance through the link provided on the KMAP website. Of course, more information about these tours can be found in this news bulletin or on the KanCare website.

I hope you have benefitted from our Daily Rapid Response Calls. The last of the daily conference calls with stakeholders (mostly beneficiaries and providers) will be tomorrow, Feb. 15. We'll start next week with having the calls only on Mondays and Thursdays through the end of February. We will determine at the end of the month whether there is a need to continue the call two days a week. We started the daily, 9 a.m. conference call in late December and planned for it to last the first month or two of the new program.

It's important to remember that there is no wrong door for contacting the KanCare program. Everyone is here to help. The KanCare website has a "Contact Us" page with the phone number for all assistance lines reaching the State and the three health plans.

Upcoming Events

Rapid Response Calls No Longer Daily After Feb 15., Move to Mon/Thurs Until Feb 28. — These stakeholder calls will no longer be held on a daily basis after Feb. 15. Instead, they will be on Mondays and Thursdays the last two weeks of February. After Feb. 28, we will look at whether there is a need to continue the Monday/Thursday calls. After this week, the remaining call dates are: **Feb. 18, 21, 25 and 28.**

Dial 1-877-247-8650 and use ID Code 79687456. During the call, we invite consumers, providers and stakeholders to ask questions about their individual needs.



KanCare Advisor goes to Monthly—Beginning in March, we'll move from a biweekly publication to publishing the Advisor once a month. We will continue to update the [KanCare website](#) with the very latest KanCare information and material available.

Provider Tour Scheduled— KanCare educational meetings for all KanCare and Medicaid providers will be held **Feb. 26 to March 1.** We'll stop in six cities around the state. All meetings go from **10 a.m. to noon.**

- To register, go to the KMAP website, or click [here](#).
- For more information about the tour, click [here](#).

Provider Tour Locations:

Feb. 26: Dodge City, Hays
Feb. 27: Wichita, Topeka
Feb. 28: Parsons
March 1: Olathe

NOTE: Details on the educational tour for Consumers are available on Page 2.

www.KanCare.ks.gov

Consumer Education Tour Feb. 18-21 Are you or a family member a KanCare beneficiary? We'll be in 16 cities throughout Kansas between Feb. 18 and Feb. 21 to meet with you about your new Medicaid program. The travel teams consist of State staff and health plan representatives. Two meetings will be held in each city—one from **1 p.m. to 3 p.m.**, and one from **6 p.m. to 8 p.m.** Both presentations will be the same. KanCare consumers and their caregivers are encouraged to attend.

KanCare Educational Tour for Consumers:

Feb. 18—Dodge City, Manhattan, Winfield, Topeka
Feb. 19—Garden City, Salina, Parsons, Kansas City
Feb. 20—Colby, Great Bend, Fort Scott, Olathe
Feb. 21—Hays, Wichita, Emporia, Atchison



For complete details, [click here](#)

Pilot Project for Persons with Intellectual/ Developmental Disabilities is Unveiled

A new pilot project is about to get underway that will allow those with intellectual/developmental disabilities (I/DD) to fully participate in KanCare ahead of 2014.

Last year, the Brownback administration and the Legislature agreed to postpone for a year the I/DD non-medical services under KanCare but did authorize the creation of a pilot project to allow some of those beneficiaries and providers to begin full participation in KanCare earlier than the January 2014 deadline.

The pilot project is scheduled to begin **March 1**, and last for 10 months. **Participation is voluntary.**

Criteria to Participate:

- KanCare consumer wants to participate
- I/DD services provider agrees to provide services to that person under KanCare

 Click [here](#) for more information

New Workgroups Forming: Deadline Feb. 21

Would you like to be a member of a work group that helps guide the KanCare program? The work group is called the **Consumer and Specialized Issues (CSI)** work group. We're looking for people who receive KanCare services to help us by: (1) Looking at information for people served by KanCare (2) Sharing ideas for improving KanCare (3) Helping resolve issues that may come up about KanCare.

We also have a **Medical Care Advisory Committee (MCAC)**. We would like to have people receiving KanCare or their family members on that committee, too. This committee helps us decide how to run our programs and how to know if they are working well.

If you're interested in participating in either group, you can fill out a [form](#) on the KanCare website. The completed form is due by **Feb. 21**. Call Cheryl Coughlin at 785-296-8355 for more information.

Ombudsman Update

KanCare Ombudsman James Bart continues to work hard for KanCare consumers and providers. With the help of State staff, he is quickly addressing concerns and helping find resolutions.

Some of the most popular issues for consumers continue to be related to provider and health plan assignments. He wants to remind consumers they have until **April 4** to change to a different plan. All plans of care will be honored during this time.

James has also heard from providers regarding billing and claims issues. Please see the *Q and A of the Day* in this issue of the *Advisor* for steps to resolve those concerns.



Ombudsman Inquiries from Jan. 28—Feb. 8	Total: 117 inquiries 87% Resolution
Total Calls	80
Calls Resolved	71
Call Resolution Rate	89%
Total Emails	37
Emails Resolved	30
Email Resolution Rate	81%

Q & A of the Day

Q: My company is having trouble getting claims paid as quickly as we did before; what steps can I take to help resolve this?

A: We understand that receiving timely payments is essential to operating a business. Here are the steps to resolve claims issues...

- Review the instructions on submitting clean claims. You can find those [here](#).
- Check the KanCare issues log [here](#). These are also available for each health plan on their own websites.
- Contact the health plan representative you've been assigned. Contact information can also be found [here](#).
- Join the Rapid Response Call and have your issue addressed directly. Click [here](#) for details.
- Contact KanCare Ombudsman James Bart by phone, 855-643-8180 or by [email](#).

Governor's KanCare Advisory Council
March 12 from 2 p.m. to 3:30 p.m.
Curtis State Office Building, Room 530

KanCare Advisor is published once a month. If you would like to subscribe to this news bulletin, please register with the ListServ group for this publication at <http://listserv.kdheks.gov/>

Issues Log Continues to Offer Solutions to Stakeholders

To quickly resolve issues related to the implementation of KanCare, the State and the three health plans have set up separate issues logs. Click the icons below to view each issues log.



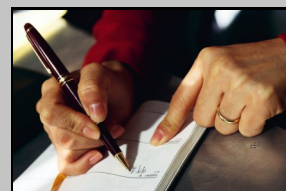
External Stakeholder Workgroups

UPDATE: The four external stakeholder workgroups that began meeting earlier in 2012 will no longer meet after their February 2013 meetings. Two new workgroups are being formed and will begin meeting in April on a quarterly basis.

The two new workgroups will be the **Consumer and Specialized Issues (CSI)** work group and the **Medical Care Advisory Committee (MCAC)**. See page 2 in this issue of the Advisor for more information.

Next Workgroup Meetings

Providers: Final meeting will be Feb. 21 from 9:00 to 10:00 a.m. via conference call or at the DCF Learning Center



Managed Care Organizations: No additional meetings.

Member Involvement and Protections: No additional meetings.

Specialized Healthcare and Network Issues: No additional meetings.

The Meeting Minutes for KanCare External Stakeholder Workgroups can be found at www.KanCare.ks.gov in the Advisory Council section.